OFFICE BUILDING AND OFFICE SECURITY REFERENCE MATERIAL AND SURVEY FORMS

SDPD Neighborhood Policing Resource Team

January 26, 2012

This paper contains reference material for the elements of security surveys of an office building and an office in the building. The section numbers correspond to the areas of evaluation in the survey forms that are included at the end of this paper. The section letters correspond to the specific items in the survey. Items that need attention can be checked and corrective measures suggested.

Part I contains material for a security survey of the building. It deals with: (1) doors, (2) windows and other openings, (3) lighting, (4) utilities, (5) landscaping, (6) signs, (7) property condition, (8) security measures, and (9) parking.

Part II contains material for a security survey of an office. It deals with its physical elements: (1) doors, (2) windows, (3) signs, and (4) security measures. Prevention tips for personal safety and security of office workers and building employees, and measures to prevent robberies, burglaries, check and credit/debit card fraud, computer security and crimes, and employee theft are on several pages of the SDPD's website at **www.sandiego.gov/police/services/prevention/tips/index.shtml**.

This material is designed primarily for a property or office manager to do the survey. Or the SDPD Community Relations Officer (CRO) in your area can be called to do a free survey. SDPD Division addresses and phone numbers are listed below. In this case the officer should do the following to prepare for the survey. Information should be reviewed for the past two years.

- Read the reports of past crimes at the building address.
- Review the past calls for service from the building address.
- Look at past crimes and arrests in your immediate area, e.g., within 0.25 miles of the building.

The officer should also ask the following questions.

- Why did you call to request a survey? Usually this will be because of a recent crime, e.g., a burglary.
- Who else works regularly in and around the building other than office workers? This may be a gardener, pest controller, maintenance worker, janitor, etc.
- What contract work has been done recently? This may be carpeting, window cleaning, remodeling, etc.
- How many separate offices are in the building? What are their normal business hours? How many people work in them? Do some people work after hours and on weekends and holidays?
- Who has access to the building? What access means do they have, e.g., keys, cards, fobs, etc?
- Is there on-site security? What do the guards do? Are there security patrols? What hours?
- Is there a receptionist or security guard at the main entrance? What hours is the entrance staffed?
- Are there cameras? Where are the monitors? How are they used?
- Are there burglar alarms? What are your procedures for responding to a call?

SDPD AREA STATIONS

Central	2501 Imperial Ave. SD 92102	(619) 744-9500
Eastern	9225 Aero Dr. SD 92123	(858) 495-7900
Mid-City	4310 Landis St. SD 92105	(619) 516-3000
Northeastern	13396 Salmon River Rd. SD 92129	(858) 538-8000
Northern	4275 Eastgate Mall SD 92037	(858) 552-1700
Northwestern	12592 El Camino Real SD 92130	(858) 523-7000
Southeastern	7222 Skyline Dr. SD 92114	(619) 527-3500
Southern	1120 27th St. SD 92154	(619) 424-0400
Western	5215 Gaines St. SD 92110	(619) 692-4800

I. OFFICE BUILDING SECURITY REFERENCE MATERIAL

1. DOORS AND GATES

The doors and gates considered here are those that a person would use to enter the building and go to an office, or to leave the building in an emergency. They are located at stairway, lobby, courtyard, and parking garage exits and must be readily openable with one motion from the egress side without the use of a key or special knowledge or effort per 2010 *California Fire Code* Sec. 1008.1.9. These egress doors operate with push bars or lever arms, and have EXIT signs.

a. Door Hardware

Single-swing wooden doors are either of solid or hollow-core construction. All such egress doors should be solid and at least 1-3/4 inches thick. For added security wooden doors can be reinforced with 16-gauge sheet metal. Or metal doors can be installed.

Glass doors should have a burglar-resistant material in them. These materials look like safety glass but will not shatter easily, even after repeated blows. Various types are listed in Sec. II.2.b for office windows.

Sensors used to open or unlock egress doors from the inside when a person approaches the door need to be set far enough back from the door so a person outside the door cannot slip something between the door and the frame of a single door or between the doors in a set of double doors to create motion or a heat signature on the inside and thereby open a door. One way to prevent this is to install a shield on the outside of the door so a person cannot slip anything between the door and the frame or between the doors. Another is to replace the sensor with a button that would be pushed to open the door from the inside. In this case backup power would have to be available to keep the door(s) locked and enable the button to work during a power outage.

Hinges should be located on the interior side. Doors with exterior hinges can be a problem if their pins can easily be removed. Then the door can be opened from the outside. Pins can be secured in various ways, depending on the construction of the door and frame. One way to secure pins in solid wood doors and frames is as follows:

- Drill a 1/2-inch deep hole in the side of the door just above the hinge.
- Insert a 1-inch screw or nail in the hole and leave ½ inch protruding.
- Close the door until the screw or nail contacts the frame.
- Drill a 1/2-inch deep hole in the frame at this point. The screw or nail will fit into this hole when the door is closed to secure the door.

Peepholes with a wide-angle (180 deg) viewer should be installed in all solid egress doors. They allow persons at the door to be identified without them knowing they are being observed.

Strikes are the metal plates that are attached to the doorframe or jamb to receive the latch or bolt throw. They should be of heavy-duty construction and installed with at least 4 screws that are 3 to 4 inches long and anchored securely into a wall stud. Otherwise, they become a weak link in door security.

Frames for wooden doors are usually made of soft wood. Where locks and hinges are fairly strong, a wood frame is relatively weak, which makes it easy for a burglar to kick in the door. A door in a steel frame can't be kicked in. Nor can a door in a wooden frame that has a steel reinforcing device mounted on the lock side of the frame providing it extends well above and below the strike plate.

Crossbars, e.g., a metal bar or 2 x 4 inch piece of wood placed in brackets mounted on both side of a door, can be an effective locking mechanism for egress doors that have an interior swing. Slide bolts made of heavy gauge steel can also be effective.

Panic deadbolts operated by push-bars can be used to secure egress doors that are designated for emergency use only. They can be alarmed to ring a bell or sound a horn when the door is opened.

Latch guards are steel plates that are attached to doors to prevent a tool from being inserted between the door and the frame to push in a beveled latch and open the door.

Threshold strips installed under doors that open from inside with a lever arm will prevent a lever opening tool like the Keedex K-22 from being inserted in the gap between the door and the floor. This tool has a curved wire that can be inserted under the door and raised to hook over the lever arm on the inside of the door. The wire is then pulled to rotate the lever arm down and open the door without leaving any sign of a forced entry.

Lever-arm shields are cylinders that surround the lever arm on the inside of the door. They will prevent the wire of a lever opening tool from hooking the lever arm, which would otherwise be pulled to rotate the arm and open the door.

b. Visibility

Glass doors in the lobby facing the street or parking lot should be kept clear so receptionists and security guards there can see people approaching the building.

c. Gates

Wrought-iron gates that are opened on the inside by a lever arm or knob should have shields on the gates and the adjacent fencing that prevent a person from reaching in to open them. These shields can be solid plastic or metal, or open metal mesh. Gates with lever arms should also have a cylindrical shield around the arm that prevents a person from opening the gate by inserting anything through, over, or under the gate that can be used to rotate the arm, e.g., a thin wire with a hook at one end. Gates with beveled latches should also have a latch guard to prevent a person from inserting a thin piece of metal or anything else between the frame and the gate to push in the latch. The guard should be centered on the latch and extend at least 6 inches above and below it. Wrought-iron or chain-link gates that are opened on the inside by a push bar should have a solid metal or plastic shield on the inside of the gate that extends at least two feet above and below the push bar. The shield should be designed to prevent a person from opening the gate from the outside with a coat-hanger wire that is shaped into a U and inserted through the gate above and below the push bar and pulled against the bar to open the gate, or by reaching in and depressing the bar. All gates and the adjacent fencing should be at least 6 feet high and have springs that close them securely after a person goes through.

2. WINDOWS AND OTHER OPENINGS

a. Lobby Windows

These should also have a burglar-resistant material in them. These materials look like safety glass but will not shatter easily, even after repeated blows. Various types are listed in Sec. II.2.b for office windows.

b. Visibility

Windows in the lobby facing the street or parking lot should be kept clear of signs and display cases so receptionists and security guards there can see people approaching the building.

c. Other Openings and Roof Access Control

All crawl spaces, ventilation windows, and other utility openings larger than 10 inches need to be secured.

Ladders, trees, stacked items, fences, drainpipes, and adjoining rooftops can provide roof access if measures are not taken to deny it. Ladders should have locked security guards. Stacked items should be removed and stored elsewhere. Tree limbs should be trimmed. But because other means of access may be difficult to deny, it is necessary to secure all rooftop openings. Hatches, skylights, ventilation shafts, air conditioning and heating ducts, and other rooftop entrances need to be secured on the inside with grilles. Those that cannot be secured should be alarmed.

If anything of value is located on the roof, e.g., air conditioning units with copper tubing, consider installing a motion detector that would sound an alarm if someone goes on the roof.

d. Common Walls and Attics

Where a building shares a hollow wall or attic with an adjoining building, these potential entry points need to be sealed off or alarmed.

3. LIGHTING

a. Exterior

Exterior lighting should illuminate all areas of the property, including entry areas, storage yards, trash enclosures, and parking lots. Such lights are usually mounted on poles, the sides of buildings, or the edges of roofs. Timers or photoelectric cells can be used to turn lights on at dusk and off at dawn. And motion sensors can be used to turn lights on when any motion is detected. Streetlights or lights from adjoining properties should not be relied on for lighting the property at night.

It is also important that burnt-out bulbs are replaced promptly and wire covers be installed over lights to protect them from vandals. Also, the lights should be directed so they don't shine into the eyes of passing motorists or police patrols.

b. Interior

Good interior lighting is needed in the building's common areas, i.e., in hallways, stairwells, elevator lobbies, parking garage, etc.

4. UTILITIES

a. Secure or Backup Electric Power

Because appliances, lights, magnetic door locks, and security systems work on electric power it is important that measures be taken to prevent disruption of external power or provide a source of internal backup power. At a minimum, external circuit breakers should be installed in a sturdy box with a padlock that can withstand assaults with a large bolt cutter or pry bar. These padlocks should have the following characteristics:

- Hardened-steel shrouded shackles at least 9/32 inches in diameter -- stainless steel or heavier shackles offer additional security.
- Double-locking mechanism at the fixed and movable ends (heel and toe)
- 5-pin tumbler
- Key opening -- combination locks typically have very weak bodies
- No readable key code numbers -- numbers on the lock should be recorded and eliminated
- Key retention, which prevents the key from being removed when the lock is open an reminds people to keep the lock closed so that a burglar cannot "borrow" it to have a key made for use at a time when the property is vacant
- Resistant to "bumping"

b. Telephone Lines

Telephone lines should also be secure, especially those that carry signals to alarm companies. External boxes that contain the lines should also be sturdy and have a shielded (shrouded-shackle) padlock.

5. LANDSCAPING

a. Bushes

Overgrown landscaping helps criminals by blocking visibility and providing hiding places. Bushes should be trimmed to less than 3 feet except where privacy or environmental noise mitigation is a primary concern, or where higher plants would not block any views or provide hiding places. For example, higher bushes could be planted next to a blank wall or the side of a building. And plants with prickly leaves or thorns along fences serve as barriers to control access.

b. Tree Canopies

Tree canopies should be maintained at least 8 feet above the ground. Also, trees should be planted away from walls, fences, and buildings so they cannot be used to enable someone to climb over or onto them.

c. Visibility

Bushes and trees should also be planted away from light poles and cameras, and trimmed so they do not block illumination on the ground or camera fields of view.

d. Backflow Preventers

Domestic water backflow preventers are being stolen for their brass and copper fittings. These devices should be protected from theft. The following measures should be considered: (1) painting it to make the metal is less valuable, (2) camouflaging it with fake rocks, (3) hiding it in a bush or hedge and painting it green, (4) enclosing it in a protective cage or box that is mounted securely to its base with tamper-proof locks, and (5) installing a locking-cable system with shielded-shackle locks and a concrete foundation.

e. Decorative Rocks

Loose rocks should be removed or cemented in place so they cannot be moved. Vandals can use them to break glass windows and doors.

6. SIGNS

a. No Loitering or Trespassing

NO LOITERING signs on private property should cite PC 647(h). In this subdivision "loiter" means to delay or linger without a lawful purpose for being on the property, and for the purpose of committing a crime as opportunity may be discovered. NO TRESPASSING signs on privately operated business premises should cite San Diego Municipal Code Sec. 52.80.01.

If a Letter of Agency has been filed with the SDPD as discussed in Sec. I.7.f below, the property should be posted with NO TRESPASSING signs stating that a Letter of Agency has been filed and giving the address of the property, the name and phone number of the property owner or manager, and the non-emergency SDPD phone number to report suspicious activities. That number is **(619) 531-2000** or **(858) 484-3154**. The signs should be at least 18 by 24 inches in size, have a font visible from the nearest public street, not be accessible to vandals, and be posted on the entrances and spaced evenly on the boundaries of the property. A sample sign is available in the FORMS AND PERMITS section of the SDPD website at **www.sandiego.gov/police.**

b. Towing Unauthorized Vehicles

Signs on private property prohibiting public parking (or stating that parking is for customers only) and indicating that unauthorized vehicles will be removed at the owner's expense should cite Cal. Vehicle Code Sec. 22658(a) and must contain the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. The name and telephone number of each towing company that is a party to a written towing

authorization agreement with the property owner or possessor must also be on the sign. The sign must be displayed, in plain view, at all entrances to the property. It must not be not less than 17 by 22 inches in size, with lettering not less than one inch in height. These sign requirements are specified in Sec. 22658(a)(1).

Signs stating that unauthorized vehicles parked in designated accessible spaces not displaying placards or special license plates issue for persons with disabilities will be towed away at the owners expense, must also contain the address where the towed vehicles may be reclaimed or the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. Other requirements for these signs are specified in California Vehicle Code Sec. 22511.8.

c. Surveillance Cameras

If cameras are not monitored all the time, signs regarding cameras should simply state that "cameras are on the premises" or "surveillance is in progress." Don't use words like "security," "protection," or "monitoring" because they can give people a false sense of security by expecting timely help if they are threatened or attacked, or that they or their property are somehow being protected by the cameras.

d. No Scavenging

Signs stating that unauthorized collection of refuse or recyclable material is prohibited per SDMC Sec. 66.0402 should be posted on dumpsters. This may help to deter scavenging.

7. PROPERTY CONDITION

a. Address Numbers

Address numbers should be easy to read from either direction of approach from the street or road fronting the property. They should be at least 12 inches high on a high-contrast background, and lighted so they can be seen at night.

Where buildings are set back from the from the street or roadway fronting the property, and address numbers on the buildings are not clearly identifiable from it, address numbers must also be posted on a monument sign at the street driveway serving the buildings.

b. Graffiti and Trash Removal

The premises should be neat and clean. Graffiti, trash, litter, junk, etc. invite criminal activity because they indicate that the owner or manager doesn't care about the property.

Graffiti should be removed as soon as possible after it is found. This will discourage further vandalism. The graffiti should be covered with matching paint so a "canvas" is not left for the vandals. While prompt graffiti removal helps to deter further vandalism, any graffiti on the property should be photographed before it is painted over or otherwise removed. Also, pick up (without leaving fingerprints) and save discarded paint cans, etc. The photographs and any other evidence should be given to the investigating law enforcement officers.

Hardware or paint stores should be consulted regarding the best products for removing various types of graffiti from specific surfaces without damaging the surface. Extreme care should be used in applying special graffiti removal products like MEK (Methyl Ethyl Ketone) or "Graffiti Remover" on glass or unpainted surfaces.

Graffiti-resistant paint or anti-graffiti coatings should be used on the sides of the building and any other design features that could be vandalized. The San Diego Park and Recreation Dept. specifies the use of anti-graffiti materials manufactured by Monopole Inc. Four coats are applied. The first is Aquaseal ME12 (Item 5200). The second is Permashield Base (Item 6100). The third and fourth are Permashield Premium (Item 5600 for matte finish or Item 5650 for gloss finish). Various protective films are available that can be installed on the outside of windows to prevent window damage from graffiti, knife gouging of scratching, and acid etching.

c. Refuse and Recyclable Material Container Enclosures

Enclosures for refuse and recyclable material containers should also be locked when the containers in them are not being filled or emptied.

8. SECURITY MEASURES

a. Main Entry Doors

The main entry doors used by office workers, building employees, visitors, clients, patients, delivery/service people, et al in many buildings are left open and unguarded during office hours. Anyone can walk in, take elevators or stairs to other floors, and walk into an office or common area.

For greater security a receptionist or security guard can be located in the lobby at these doors to screen people entering the building. Office workers and building employees would show badges or access cards to be admitted. Others would be admitted after being logged in and approved by the office to be visited, which would be responsible for them inside the building. Visitors should also be logged out before leaving the building. For additional security, visitor processing would include the following for identification, validation, screening, and monitoring.

- Establish and verify the visitor's identity. A government-issued, picture ID, e.g., a driver's license, is usually acceptable. If a visitor does not have an ID his or her host might be asked to come to the lobby and vouch for the visitor's identity.
- Validate the visitor's purpose. This is usually done by calling the visitor's host.
- Check the visitor's personal and hand-carried items. Screening is usually done by looking into bags and briefcases. More extensive screening may be appropriate in some buildings. This would include metal detectors, package x-ray machines, and explosive detectors.
- Once a visitor has been identified, validated, and screened, his or her movement within the building may need to be monitored. Procedures range from none, i.e., the visitor has complete freedom to go anywhere in the building, to being escorted everywhere. In most cases a visitor will be issued and required to wear a badge. In addition to the visitor's name and date, the badge could also have the host's name, the area(s) of the building to which access is allowed, and the visitor's picture. If an escort is not provided, a badge is only useful of all office workers and building employees are also required to wear a badge. Otherwise a visitor can remove the badge and look just like a worker or employee.

If there is no security person in the lobby the main entry doors could be locked for building security, and a telephone-entry system installed for visitors to use to call the office to be visited and have the door "buzzed" open. Office workers and building employees would be issued access cards to open these doors. Cards are preferred over keys or keypads because a record can be kept of their use, they can used on other doors in the building, and they can be deactivated when reported lost or stolen, or when the worker or employee leaves.

b. Other Doors

All other entry doors should be kept locked at all times. Office workers and building employees can be issued access cards to open these doors. Also, internal doors to storage and supply rooms, and other areas off limits to visitors and office workers should be kept locked at all times. Only building employees would have access to them.

Measures are needed at all these doors to: (1) ensure that they close and lock when someone leaves the building, and (2) discourage their being propped open for reentry or their use by unauthorized persons, but still open quickly from the inside in an emergency. These include audible alarms that notify building security or management that a door is not closed and locked, a control panel with lights that show which door is open, alarm-activated cameras, and delayed-egress hardware. (The latter would be overridden if there is a fire or smoke alarm, or a loss of power in the building.) When an alarm occurs a security guard or building employee should be dispatched to close and lock the door and investigate the incident.

c. Burglar Alarms

A good alarm system can help deter burglars and detect break-ins. A basic system has sensors attached to all doors, windows, and other openings to detect entries. Sensors can also be installed inside a building to detect motion or attempts to enter specific areas.

The telephone line that sends the alarm signal to the alarm company should be hardened so it cannot be cut or if it is cut, the system would generate an alarm at the alarm company. If the telephone line is contained in a box on the outside of the building, the box should be sturdy and locked with a shielded padlock. Alternatively, the system could have a wireless backup that would send the alarm if the telephone wire is cut. Alarm systems usually have batteries for backup power. Batteries need to be checked periodically and replaced if bad.

Even if an alarm system fails to deter a burglary it may limit the time a burglar will spend in the building and thereby reduce the number of valuables taken. Burglars will want to be gone before the police arrive. An exception to this is when the burglars enter the building without leaving any signs of a force entry. They could assume that the officers responding to the alarm call will not have a means of entering the building and that they will just check for signs of a forced entry and leave the scene if they don't find any. The burglars would then continue collecting valuables and leave when it is safe to do so. To prevent this procedures are needed to ensure that someone responds to all calls so the officers can be let into the building to investigate, or emergency access means be provided to the SDPD in advance, as discussed below.

d. Emergency Police Access to Secure Buildings

Provisions should be made for emergency access by SDPD personnel if there will be times when a receptionist or guard is not on duty in the building. Because patrol cars do not carry gate or door keys, or remote-control gate openers, the Department prefers access by a numerical keypad or a telephone-entry system. An entry code should be provided to the Department for use at the main entry door or gate. It would be stored in the Department's computer system and transmitted in dispatch messages to officers who need to enter the building. The property manager should call the Community Relations Officer in the SDPD Division that covers the area to have the code entered in the SDPD's PIN (Premises Information) file. SDPD Division addresses and phone numbers are listed on the first page.

Once an officer enters the building he or she will need to go straight to the unit or office where the emergency is located. To make this possible a map showing the locations of all units and offices and a YOU ARE HERE reference point should be posted in the lobby where an officer will be sure to see it. The map should also show all elevators, stairways, common areas, and other rooms.

e. Uniformed Guards

A property manager that contracts for private security services would deal with a Private Patrol Operator (PPO) who must register with the California Bureau of Security and Investigative Services (CBSIS) and obtain a PPO license, for which there are numerous requirements. The PPO would provide Security Guards for the security services. Security Guards must also be licensed by the CBSIS. They will need to pass a criminal history check and complete a 40-hour training course.

f. Office Worker and Building Employee Badges

If building access is controlled by a receptionist or security guard, all office workers and building employees should wear photo ID badges or some other means of distinguishing them from others in the building. These badges could be color-coded to indicate the areas that the worker or employee is authorized to enter.

g. Cameras and Monitors

Cameras can provide coverage of areas where there is no surveillance by building employees. They should be mounted where they cannot be covered or tampered with.

Cameras are usually used just to provide imagery of and record persons and activities in their fields of view. They can record continually or only when motion is detected. After a crime occurs the imagery can be reviewed for usable evidence. The existence of these cameras helps to deter crime by providing a record of the crime that might be used to identify the perpetrator. But to stop a crime in progress or apprehend the perpetrators someone would have to be observing the imagery and take timely action.

Cameras with flash lights and audio announcements may actually prevent crimes in some cases, e.g., graffiti on a building or breaking in through a window or door. The cameras would have sides of the building in their fields of view and take flash pictures when motion is detected. Then a voice could say that "the police will be called if you don't leave the property immediately."

Surveillance cameras with video analytics or intelligent video software can now be used to detect unusual or suspicious activity as it is occurring. The software will alert personnel who have monitors, but would not be watching them all the time, that a parameter or alarm condition has occurred. The monitors could be located on the premises or at a security company office. In the latter case an Internet link to transmit the imagery would have to be provided. The SDPD would then be called if a crime in progress is observed. Officers might even arrive in time to catch the perpetrators.

h. Building Key Control

Some measures that can be taken to prevent unauthorized entry are listed below:

- Issue as few keys as possible. Issue keys to specific areas only to employees authorized to be in those areas. Keep a record of all keys issued. Recover all issued keys when an employee leaves.
- Lock keys in a cabinet or secure area when they are not being used.
- Have different keys for outside doors and inside offices. Do not have a master key to all locks.
- Stamp keys DO NOT DUPLICATE. Remind employees not to leave keys in places where they might be taken, e.g., with a parking lot attendant.
- Stamp or etch a code on each key so identifying tags are not needed.
- Consider changing lock cores and keys when key losses occur.

If possible consider using an access card system in which entries and exits are recorded and codes can be changed easily when a card is lost or when an employee leaves.

i. Letter of Agency

Crime and disorder problems in the building should be discussed with the CRO in your area to decide whether a Letter of Agency should be filed.

The Letter would authorize SDPD officers to enter your property to ask unauthorized persons to leave the property; and if they refuse to do so or return thereafter, to enforce any law violations on and about the property. It should be filed with the SDPD division in your area. A copy of the form for this Letter can be obtained there or downloaded from the FORMS AND PERMITS section of the SDPD website at **www.sandiego.gov/police**. If you are located downtown in the Core Columbia, Cortez, East Village, Gaslamp Quarter, or Marina neighborhoods you can get one from Clean & Safe by calling **(619) 234-8900.** Note that this Letter must be renewed every six months.

j. Employee Vetting

There is no sure way to prevent employee theft or involvement with robbers or burglars, but the chances of this happening can be minimized by doing the following:

- Conduct a thorough background check and interview all job applicants. Consider using an outside company to collect information. Checks should be made for criminal arrests and convictions, outstanding warrants, bankruptcies, credit problems, civil judgments, citizenship, etc. And past employment, education, and licenses should be verified. Some checks should be made annually.
- Test applicants for honesty as well as job skills.

- Limit employee access to the building to the hours that they are scheduled to work.
- Give employees individual access codes or cards and install an access control system that will provide a record of when each one enters the store or office and turns on the burglar alarm.
- Check references on any contractor you hire and make sure it is insured and bonded. Insurance will cover damage caused by the contractor's employees. A surety bond will guarantee that the work will be performed as stated in the contract. For janitorial contractors you can require a janitorial services bond which will cover theft or other losses resulting from dishonest acts committed by an employee acting alone or in collusion with other persons. Some bonds require that the employee be prosecuted and convicted of the crime. Others require evidence of employee dishonesty. The conditions for coverage would be negotiated in drafting the bond.
- Also check that the contractor is licensed to work in the City of San Diego, i.e., that it has a Business Tax Certificate. This can be done by looking in the business listings on the City's website at **http://www.sandiego.gov/treasurer/taxesfees/btax/nblactive.shtml**. Construction contractors should be licensed by the State of California. You can check the status of a contractor's license on the Contractors State License Board's website at **www.cslb.ca.gov/default.asp**.
- Require the contractor to conduct a background investigation on each employee that will work in your building. For this you will need to specify the following: (1) information an employee will have to provide, e.g., personal history, references, fingerprints, etc., (2) kinds of checks to be made, e.g., employee's name and SSN, criminal history, DMV record, credit record, civil action history, etc., and (3) criteria for passing each check, e.g., no criminal convictions or outstanding warrants, no bankruptcies, no civil judgments, etc. And prohibit the contractor from substituting a cleared employee with one that is not cleared, or subcontracting any of the services.
- The opportunities for employee theft can be reduced by having the contract work done during normal business hours. This is the best option. Otherwise you'll have to give the contractor's employees means to enter the building when it is closed, i.e., keys, door codes, or individual access cards, as well as the codes to any alarm systems that are installed. And the employee will have to lock all doors and turn on the alarm(s) when he or she leaves.

9. PARKING

a. Office Workers

Secure gated parking should be provided for office and building workers in a parking garage under or adjacent to the building, a separate structure, or an open lot. Workers would use their building access cards to drive into and leave these facilities. Parking structures should have separate gates for workers to leave and enter the structure on foot. Pedestrian access to open lots is usually not controlled; thus, they can have simple barrier-arm gates to prevent vehicle thefts.

To prevent the queuing of vehicles entering and leaving these facilities the entry gates could be left open during the time most workers arrive in the morning and the exit gates could be left open during the time most workers leave in the evening. An attendant or security guard could be located at the gates at these times to check worker and vehicle IDs. At other times the gates would be closed and workers would use their access cards to open them.

Signs should be posted in these parking areas to remind workers not to leave anything of value in view in their vehicles. This should prevent vehicle break-ins, which are often a problem in parking facilities.

b. Visitors

Visitors, clients, patients, delivery/service people, et al should have a separate parking area with spaces that are clearly marked as such. If a simple barrier-arm gate is installed at the entrance and exit to this area, it can be open during the day when visitors, et al would normally arrive and depart and closed at night to prevent burglars and other trespassers from parking on the property.

II. OFFICE SECURITY REFERENCE MATERIAL

1. OFFICE DOORS

The doors considered here are those that people would use to enter an office from an interior hallway or walkway, or to leave an office in an emergency. Newer egress doors operate with push bars or lever arms to be ADA-compliant. Larger offices typically have two of these doors. Both would have EXIT signs.

a. Hardware

Single-swing wooden doors are either of solid or hollow-core construction. All such egress doors should be solid and at least 1-3/4 inches thick. For added security wooden doors can be reinforced with 16-gauge sheet metal. Or metal doors can be installed.

Glass doors should have a burglar-resistant material in them. These materials look like safety glass but will not shatter easily, even after repeated blows. Various types are listed below in Sec. II.2.b for office windows.

Sensors used to open or unlock egress doors from the inside when a person approaches the door need to be set far enough back from the door so a person outside the door cannot slip something between the door and the frame of a single door or between the doors in a set of double doors to create motion or a heat signature on the inside and thereby open a door. One way to prevent this is to install a shield on the outside of the door so a person cannot slip anything between the door and the frame or between the doors. Another is to replace the sensor with a button that would be pushed to open the door from the inside. In this case backup power would have to be available to keep the door(s) locked and enable the button to work during a power outage.

Doorknob locks offer no security. Burglars can easily defeat them. And they are no longer ADA-compliant in new construction.

Hinges should be located on the interior side. Doors with exterior hinges can be a problem if their pins can easily be removed. Then the door can be opened from the outside. Pins can be secured in various ways, depending on the construction of the door and frame. One way to secure pins in solid wood doors and frames is as follows:

- Drill a 1/2-inch deep hole in the side of the door just above the hinge.
- Insert a 1-inch screw or nail in the hole and leave ½ inch protruding.
- Close the door until the screw or nail contacts the frame.
- Drill a 1/2-inch deep hole in the frame at this point. The screw or nail will fit into this hole when the door is closed to secure the door.

Peepholes with a wide-angle (180 deg) viewer should be installed in all solid egress doors. They allow persons at the door to be identified without them knowing they are being observed.

Deadbolt locks are of two basic types, single-and double-cylinder. The former has a thumb turn on the inside. The latter requires a key to lock or unlock the door from either side. Deadbolts should have the following characteristics:

- Throw of at least 1 inch
- Free-spinning and tapered or angled outer edge of the cylinder guard to make it difficult for a burglar to twist off the lock
- Solid brass, bronze, or steel exterior
- Steel rods or bolts at least ¼-inch in diameter connecting the exterior of the lock to the inside part
- 5-pin tumbler system locking mechanism
- Changeable locking cores
- Resistant to “bumping”

When office occupancy is less than 50 persons separate single-cylinder deadbolts can be used on egress doors that open with lever arms to prevent the door from being opened if the lever arm on the outside is broken off and to

defeat lever opening tools like the Keedex K-22. These locks would be key-operated on the outside and have a thumb turn on the inside. They would be used when the office is unoccupied.

Strikes are the metal plates that are attached to the doorframe or jamb to receive the latch or bolt throw. They should be of heavy-duty construction and installed with at least 4 screws that are 3 to 4 inches long and anchored securely into a wall stud. Otherwise, they become a weak link in door security.

Frames for wooden doors are usually made of soft wood. Where locks and hinges are fairly strong, a wood frame is relatively weak, which makes it easy for a burglar to kick in the door. A door in a steel frame can't be kicked in. Nor can a door in a wooden frame that has a steel reinforcing device mounted on the lock side of the frame providing it extends well above and below the strike plate.

Panic deadbolts operated by push-bars can be used to secure egress doors that are designated for emergency use only. They can be alarmed to ring a bell or sound a horn when the door is opened.

Latch guards are steel plates that are attached to doors to prevent a tool from being inserted between the door and the frame to push in a beveled latch and open the door.

Threshold strips installed under doors that open from inside with a lever arm will prevent a lever opening tool from being inserted in the gap between the door and the floor.

Lever-arm shields are cylinders that surround the lever arm on the inside of the door. They will prevent the wire of a lever opening tool from hooking the lever arm, which would otherwise be pulled to rotate the arm and open the door.

Mail slots should be sealed if a coat hanger or other device can be inserted and used to release the door lock.

b. Visibility

Glass doors should be kept clear so office workers can see who is approaching the door.

c. Height Marks Next to Egress Doors

Height marks next to egress doors help workers estimate the height of suspicious persons.

2. WINDOWS

a. Secondary Locks

Do not rely on the locking means supplied with your windows. Additional security measures are usually necessary.

Louvre windows are difficult to secure because the individual panes can easily be removed. This can be made more difficult by applying a two-part epoxy resin to glue the panes together. However, it is much better to replace this type of window with solid glass or some other type of ventilating window.

Sliding-glass windows can be secured by secondary locking devices such as: a pin in the upper track that extends downward through the inner window frame and into the outer window frame, a thumbscrew-type lock mounted on the top or bottom track, a wooden or metal dowel placed snugly in the lower track to prevent horizontal movement, and a few metal screws in the track above the window to prevent vertical movement.

b. Glass Strength

Windows are usually made of safety glass, which shatters easily when hit with a sharp object. This can be prevented by using a burglar-resistant material in them that meets Underwriters Laboratories (UL) 972 standards. These materials look like safety glass but will not shatter easily, even after repeated blows. They should be used in

windows of the building lobby and ground-floor offices, especially if there are computers and other valuable office equipment that might be visible through the windows. The following materials can be used:

- **Laminated glass** is made with a vinyl or plastic inter-layer sandwiched between two layers of glass. This type of glass adds additional strength to your windows. To gain entry a burglar would have to strike the glass repeatedly in the same spot in order to make a small opening. Most burglars are reluctant to create this type of noise for fear of being detected.
- **Tempered glass** is made by placing a piece of regular glass in an oven, bringing it almost to the melting point, and then chilling it rapidly. This causes a skin to form around the glass. Fully tempered glass is four to five times stronger than regular glass.
- **Wired glass** adds the benefit of a visible deterrent. Extra effort will be needed to break the glass and then cut through the wire located within the glass in order to gain entry.
- **Plastic** a**crylics** are more than ten times stronger than glass of the same thickness and are commonly called Plexiglas.
- **Polycarbonate** sheets are superior to acrylics and are advertised as 250 times more impact resistant than safety glass, and 20 more times than other transparent plastic.
- **Glass with a security film attached to the inside** can also be burglar-resistant. It requires repeated blows to break through, which take time and make noise. A burglar faced with this task might give up and go away or look for another way or place to break in.

c. Reflective Films or Glass, and Shutters or Blinds

Any person entering an office should be greeted and stopped by a receptionist. They would not be allowed to walk around and case the office for a burglary. However, burglars can case ground-floor offices by looking in its windows. Windows with reflective films or glass afford privacy to the occupants but only during daylight hours. At night with internal lighting a person on the outside can see in. To prevent casing during the day and night, all the windows should have shutters or blinds. They would be kept closed all the time if the windows don't have reflective film or glass, or closed just at night if the windows do have reflective film or glass.

d. Air Conditioners

Window units need to be are installed securely so they cannot easily be removed from the outside.

3. SIGNS

a. Minimal Cash and Office Worker Safe Access

Post signs stating that that there is minimal cash on hand, and that workers do not have access to the safe.

b. No Hats, Hoods, or Sunglasses

Post signs requesting that people take off hats, hoods, and sunglasses when entering your office. This will make them more recognizable in your camera imagery.

4. SECURITY MEASURES

a. Burglar Alarms

When doors are left unlocked, annunciators can be installed to provide an audible tone when a person enters or leaves the office.

A good alarm system can help deter burglars and detect break-ins. A basic system has sensors attached to all doors, windows, and other openings to detect entries. Sensors can also be installed inside an office to detect motion or attempts to enter specific areas. And panic buttons can be installed at the reception desk and other vulnerable positions.

Even if an alarm system fails to deter a burglary it may limit the time a burglar will spend in the office and thereby reduce the number of valuables taken. Burglars will want to be gone before the police arrive. An exception to this is when the burglars enter the office without leaving any signs of a force entry. They could assume that the officers responding to the alarm call will not have a means of entering the office and that they will just check for signs of a forced entry and leave if they don't find any. The burglars would then continue collecting valuables and leave when it is safe to do so. To prevent this procedures are needed to ensure that someone responds to all calls so the officers can be let into the building and the office to investigate. If emergency building access is provided to SDPD officers by the property manager as discussed in Sec. I.8.d above, officers will still need to be let into the office if there is no sign of a force entry.

The last worker to leave should check that all doors and windows are secured and locked, sign a sheet posted near the burglar alarm that the business is secure, and turn on the alarm.

b. Office Worker Badges

All workers should wear ID badges or some other means of distinguishing them from others in the office. Offices with restricted areas should give their workers photo-ID badges that are color-coded to indicate the areas that they are authorized to enter.

c. Cameras and Monitors

Cameras can provide coverage of areas where there is no surveillance by office workers. They should be mounted where they cannot be covered or tampered with. Any camera system that is installed should be designed to provide high-quality, digital imagery of suspicious persons and activities for use by the SDPD in investigating crimes.

Cameras are usually used just to provide imagery of and record persons and activities in their fields of view. They can record continually or only when motion is detected. After a crime occurs the imagery can be reviewed for usable evidence. The existence of these cameras helps to deter crime by providing a record of the crime that might be used to identify the perpetrator. But to stop a crime in progress or apprehend the perpetrators someone would have to be observing the imagery and take timely action.

Surveillance cameras with video analytics or intelligent video software can now be used to detect unusual or suspicious activity as it is occurring. The software will alert personnel who have monitors, but would not be watching them all the time, that a parameter or alarm condition has occurred. The monitors could be located on the premises or at a security company office. In the latter case an Internet link to transmit the imagery would have to be provided. The SDPD would then be called if a crime in progress is observed. Officers might even arrive in time to catch the perpetrators.

d. Secure Office Equipment

Thefts of computer hardware and other costly items of office equipment can be prevented by anchoring them to a desk or installing them on shelves that can be rolled into lockable furniture. If neither of these measures is possible, the equipment should be stored in a secure room when not in use.

e. Property Identification and Inventory

Place the name of the business or some identification number on all business-owned items, e.g., office equipment, electronics, etc., in at least two places, one obvious and the others hidden. This can be done by engraving or etching, using a permanent adhesive, or by attaching microdots. The owner's drivers license number preceded by "CA" is suggested as a property identifier.

Keep an inventory of all furniture, equipment, etc., including serial and ID numbers. Photograph or videotape all valuables.

f. Key Control

Some measures that can be taken to prevent unauthorized access are listed below:

- Issue as few keys as possible. Issue keys to specific areas only to workers authorized to be in those areas. Keep a record of all keys issued. Recover all issued keys when a worker leaves.
- Lock keys in a cabinet or secure area when they are not being used.
- Have different keys for outside doors and inside offices. Do not have a master key to all locks.
- Stamp keys DO NOT DUPLICATE. Remind workers not to leave keys in places where they might be taken, e.g., with a parking lot attendant.
- Stamp or etch a code on each key so identifying tags are not needed.
- Consider changing lock cores and keys when key losses occur.

If possible consider using an access card system in which entries and exits are recorded and codes can be changed easily when a card is lost or when a worker leaves.

g. Cash Handling and Control

The following measures can help prevent cash losses:

- Locate the cash register far enough from the door to prevent a quick grab and run.
- Keep a minimum amount of cash in a register. Put excess cash in a drop safe with a time lock.
- Display signs stating that workers do not have access to the safe.
- Close register drawers after each transaction. Lock registers when they are not attended.

h. Safes

Safes can be standing or mounted in floors or walls. Standing safes should be securely anchored to the floor. The back should be against a wall so it will not be accessible. Floor safes should be located where they can be concealed.

Burglar-resistant safes should be used for money and other valuables. Fire-resistant safes should be used for records. Both types should have a UL label with their effectiveness ratings.

i. Cashier Protection

Where the threat of armed robbery is serious, install a bullet-resistant glass, plastic, or laminate shield with a sliding transaction window to protect cashiers.

j. Back Door Peepholes

Install 180-deg peepholes in back doors. Of concern is the possibility that a robber might hide next to the door and wait for a worker to open it. A peephole will enable workers to see that it is safe to open the door. Another possibility is a camera that covers the area around the door. The monitor would be inside the store near the door where workers can see it before opening the door.

k. Office Worker and Contractor Employee Vetting

See Sec. I.8.j above.

I. OFFICE BUILDING SECURITY SURVEY ASESSMENT FORM

Building name _____
Name, phone number, and e-mail address of property manager _____
_____
Address_____
Check items that need attention and suggest corrective measures in the space below:

1. DOORS AND GATES
_ a. Hardware (sensors, locks, peepholes, latch guards, etc.)
_ b. Clear of signs, etc.
_ c. Gates

2. WINDOWS AND OTHER OPENINGS
_ a. Glass strength
_ b. Visibility (panes clear of signs)
_ c. Other openings and roof access secured
_ d. No access through common walls and attic

3. LIGHTING
_ a. Exterior
_ b. Interior

4. UTILITIES
_ a. Electric power
_ b. Telephone lines

5. LANDSCAPING
_ a. Bushes trimmed to less than 3 ft.
_ b. Tree canopies trimmed to at least 8 ft.
_ c. Not blocking lights or cameras
_ d. Backflow preventers
_ e. Decorative rocks

6. SIGNS
_ a. No loitering or trespassing
_ b. Towing unauthorized vehicles
_ c. Surveillance camera warning
_ d. No scavenging

7. PROPERTY CONDITION
_ a. Address numbers at least 12-in. high and visible from street
_ b. No graffiti, trash, junk, loose rocks, etc.
_ c. Outside refuse and recyclable material container enclosures locked

8. SECURITY MEASURES
_ a. Main entry doors (open, guarded, locked)
_ b. Other doors
_ c. Burglar alarms
_ d. Emergency police access to secure buildings
_ e. Uniformed guards
_ f. Office worker and building employee badges
_ g. Cameras and monitors
_ h. Building key control
_ i. Letter of Agency
_ j. Employee vetting

9. PARKING
_ a. Workers
_ b. Visitors

II. OFFICE SECURITY SURVEY ASSESSMENT FORM

Office name _____
Name, phone number, and e-mail address of office manager_____
_____
Address_____

Check items that need attention and suggest corrective measures in the space below:

1. DOORS
_ a. Hardware (deadbolt locks, peepholes, latch guards, etc.)
_ b. Visibility
_ c. Height marks next to egress doors

2. WINDOWS
_ a. Secondary locks
_ b. Glass strength
_ c. Reflective film or glass, and shutters or blinds
_ d. Air conditioners

3. SIGNS
_ a. Minimal cash and no safe access
_ b. No hats, hoods, or sunglasses

4. SECURITY MEASURES
_ a. Burglar alarms
_ b. Office worker badges
_ c. Cameras and monitors
_ d. Secure office equipment
_ e. Property identification and inventory
_ f. Key control
_ g. Cash handling and control
_ h. Safes
_ i. Cashier protection
_ j. Back and side door peepholes
_ k. Office worker and contractor employee vetting